

Lake County Sheriff's Office

Sheriff Daniel A. Dunlap Central Communications, 8505 Garfield Rd., Kirtland, Ohio 44094 (440) 350-5499 2012 Annual Report



CENTRAL COMMUNICATIONS DIVISION 2012 ANNUAL REPORT

Major Charles Caldwell

Central Communications Dispatchers are professionals who are certified in CPR and Emergency Medical Telecommunications. They are a critical element in the 911 link to Life Saving Services.

The Central Communications Division, under the command of Major Charles Caldwell, employs 29 full and part-time employees who includes 1 Lieutenant, 3 Sergeants, 15 Dispatchers, 6 part-time Dispatchers, and 3 civilian employees. They provide enhanced 911 telephone service and Computer-Aided Dispatch (CAD) to assist in efficient dispatching.

In 2012 the Central Communications Division dispatched 96,749 incidents. Calls for service are received in a variety of ways. They were:

2012

- 66,060 wireless 911 (cell phone) calls for service;
- 13,343 (hard line) or regular 911 telephone calls for services:
- 25,679 non-911 calls for service.

2011

- 62,943 wireless 911 (cell phone) calls for service;
- 13,733 (hard line) or regular 911 telephone calls for services:
- 26,535 non-911 calls for service.

2010

- 55,678 wireless 911 (cell phone) calls for service;
- 13,576 (hard line) or regular 911 telephone calls for service;
- 25.369 non-911 calls for service.

2009

- 49,261 wireless 911 (cell phone) calls for service;
- 16,797 (hard line) or regular 911 telephone calls for services;
- 26,783 non-911 calls for service.

2008

- 48,808 wireless 911 (cell phone) calls for service;
- 18,463 (hard line) or regular 911 telephone calls for services;
- 29,748 non-911 calls for service.



Wireless technology and computer voice over I.P. has exploded over the past few years. In 2012, wireless (cell phone calls) again grew from approximately 63,000 in 2011 to approximately 66,000. We know that this trend will continue and that more and more of

our services will be provided through these forms of modern

technology.

Central Communications is located at 8505 Garfield Road in Kirtland, Ohio, behind Lakeland Community College. Housed in a secure facility, built 13 feet underground, it is here that the Lake County Sheriff's Office Communications Division provides police and fire dispatching services for 17 Public Safety Agencies throughout Lake County.



These agencies include:

- Police service for: Fairport Harbor, Grand River, Kirtland Hills, Lake MetroParks, North Perry, Timberlake, Painesville, Perry Village and the Lake County Sheriff's Office.
- Fire service for: Concord, Fairport Harbor, Grand River, Leroy, Madison Fire District, Painesville City, Painesville Township, and Perry Fire District.

The Central Communications Division is an integral part in helping to maintain the new computer system for the Lake County Sheriff's Office which includes:

- Computer Aided Dispatch;
- A Records Management System; and,
- A new Jail Management System.

The Communications Division assists with the implementation of a Records Management Report Writing System for the Lake County Sheriff's Office Road Patrol Division. We also assisted in outsourcing it to the Lake MetroParks and Perry Village Police. In 2011 we worked with the local Fire Departments to provide them with MDT service and Records Package to meet their needs. This MDT process continued to be implemented in 2012. Central Communications also worked with the Fire Service on evaluating a new Fire Station Alerting System for the local Fire Departments that we provide dispatch services.

CENTRAL COMMUNICATIONS SUPERVISION

Major Charles Caldwell is the Commander of the Central Communications Division. A graduate of the 98th Session of the Federal Bureau of Investigation National Academy, Major Caldwell has an extensive career spanning many aspects of law enforcement. A veteran of 47 years in policing, which includes time spent at the Painesville Police Department, Chief Deputy at the Lake County Sheriff's Office, and Chief of Police for Hunting Valley.

After obtaining an Associate Degree in Law Enforcement from Lakeland Community College, Major Caldwell obtained his Bachelor of Arts Degree in Political Science/Psychology from Garfield Senior College, and did Masters' work at the University of Virginia. In 1986, he was honored with the Blue Coats' Jorge Medina Distinguished Service Award.

Major Caldwell has been involved in many of the developments in Lake County Law Enforcement. He was actively involved in the formation of the first SWAT Team in Ohio when the Lake County Sheriff's Office formed their team in 1974. He has served as an adjunct professor at Lakeland Community College, and served as an OPOTA instructor in the Basic Police Academy since 1971.

After serving as Chief Deputy for the Lake County Sheriff's Office, Major Caldwell accepted the position of Chief of Police for Hunting Valley. After 16 years of service there, he retired in the Fall of 2004, after nearly 40 years in law enforcement. In January of 2005, Sheriff Dunlap asked him to return to active duty and he accepted the responsibility as Commander of the Lake County Sheriff's Office - Central Communications Division.



Lieutenant Cynthia Baker Executive Supervisor



Sgt. Dee Cichon Shift Supervisor



Sgt. Kay Garden Shift Supervisor



Sgt. Wendy Loomis Shift Supervisor

Dispatchers - Full Time

Susan Alderman Keith Chaffee Dale Few Susan Furman Jason Heller Eric Higham Adam Lasota Michael Legan

Dispatchers - Full Time

Annie Lerman
Monica Patterson
Julee Payne
Jamie Shahan
Kelly Stakich
Danette Walker
Heather McElwain

Dispatchers – Part Time

Jeff Betteley Kevin Brodzinski Joseph Hum Tracy Ruckel Jennifer Schuster Brigid Willis Civilians
Robert Kundrat
Cynthia Prib
Jeff Fortuna

Specialized services provided include:

- Central Communications is ADA compliant by providing T.D.D. telephone communications for the hearing and speech impaired. Dial 911, 354-4317 or 354-3434 to be connected to our T.D.D. equipment;
- Provides County-wide team support for the Amber Alert Program (locating abducted children & missing adults);
- Central Communications is trained in using the reverse 9-1-1, which is a rapid outbound calling system that notifies homes of important information in any given geographic area of Lake County;
- Central Communications can activate the Emergency Alert System (EAS) in the event of tornadoes, or other types of natural disasters that the National Weather Service issues;
- Central Communications has direct contact with the Perry Nuclear Power Plant. In the event of a problem at the Nuclear Power Facility, the Lake County Sheriff's Office - Central Communications Division will make initial notification for the activation of the County's Emergency Operations Center (EOC);
- Central Communications provides after-hour dog file information for the safe return of a dog to its owner.
- In 2007, Central Communications became the centralized answering point for all Wireless 9-1-1 calls made in Lake County. Once a correct location of the caller is obtained the 9-1-1 call is supervised and transferred to the appropriate agency;
- Central Communications also serves as the back-up Public Service Answering Point (PSAP) for the city of Mentor, and the Madison Township dispatch center.
- Central Communications provides public education tours to groups throughout the year; such as Lakeland Community College, Boy Scouts of America, Leadership Lake County, Western Reserve Junior Service League, the Auburn Career Center, Girl Scouts, Cuyahoga County Police and Fire Agencies, Mentor Police, Cleveland Police and Licking County;

- Central Communications also provides emergency contact services for such groups as the Game Warden, Dog Warden, Water Rescue teams, SWAT Teams, Humane Society, Lake County Hazmat Team and the Bomb Squad, just to name a few;
- Central Communications is the point of contact for Life Flight and Medivac Helicopter Services by coordinating radio communications between flight crews and ground emergency services.

Dispatchers acquire training and technical skills independently and through in-service training by the Sheriff's Office. Many employees have college educations, in addition to specialized training, such as hostage negotiations, and the national incident management system (NIMS), which is critical in meeting the national disaster standards outline by FEMA. Central Communications participates in all FEMA drills conducted in Lake County.

All dispatchers are CPR and AED certified. Two employees have been certified by the American Red Cross to instruct CPR and First Aid. Dispatchers have emergency medical training, and on numerous occasions have administered medical pre-arrival instructions to persons in need.

In addition, dispatchers must be trained and certified in the State's Law Enforcement Automated Data Systems (LEADS), and Computerized Criminal History (CCH).

PELC Graduates

Central Communications develops its supervisory personnel by sending

them to advanced supervisory schools such as PELC (The Police Executive Leadership College).

PELC is a three month course presenting key executives leadership

topics. It is based on the premise that leadership skills can be learned. It is an intensive learning experience focused on leadership skills vital to long term personal success and change in the organization -- both for the benefit of the community.

> Lt. Cynthia Baker, Sqt. Wendy Loomis, and Sqt. Dee Cichon have all completed PELC.





2012 CENTRAL COMMUNICATIONS DIVISION REVIEW

by Major Charles H. Caldwell

In 2012, the Central Communications Division dispatched 96,749 incidents for the following police and fire agencies:





Police Agency Number of Calls Dispatched

| • | Fairport Harbor | 4,737 |
|---|--|--------|
| • | Grand River | 1,250 |
| • | Kirtland Hills | 10,746 |
| • | Lake County Sheriff's Office | 38,824 |
| • | (this includes Concord, Perry, Painesville & | |
| • | Leroy Townships along with LCSO Court | |
| | | |

| • | Services Division (warrants & court activity)) | |
|---|--|--------|
| • | Lake MetroParks | 1,759 |
| • | Madison Village | 1 |
| • | Madison Township | 13 |
| • | North Perry | 3,646 |
| • | Painesville City | 22,251 |
| • | Perry Village | 5,451 |
| • | Headlands Park | 47 |
| • | Timberlake | 1,791 |

TOTAL Police Calls Dispatched 90,516



Fire Agency Number of Calls Dispatched

| • | Concord | 1,682 |
|---|---------------------------|-------|
| • | Fairport Harbor | 719 |
| • | Grand River | 58 |
| • | Lake Fire Department | 3 |
| • | Leroy | 349 |
| • | Madison Fire District | 4,073 |
| • | Painesville City | 3.644 |
| • | Painesville Township | 2,315 |
| • | Perry Joint Fire District | 1,043 |

TOTAL Fire Calls Dispatched 13,886

In 2011, the Central Communications Division dispatched 102,593 incidents for the following police and fire agencies:



Police Agency

Number of Calls Dispatched

| | i onco rigonoy | | | Marrison or Gario Bit |
|---|--|--------|--------|-----------------------|
| • | Fairport Harbor | | 5,247 | |
| • | Grand River | 1,551 | | |
| • | Kirtland Hills | | 11,022 | |
| • | Lake County Sheriff's Office | 37,275 | | |
| • | (this includes Concord, Perry, Painesville & | ı | | |
| • | Leroy Townships along with LCSO Court | | | |

Services Division (warrants & court activity))
 Lake MetroParks
 3,251

Madison Village
 389 (partial year only)

• North Perry 1,736

Painesville City
Perry Village
Headlands Park
Timberlake
23,786
3,440
51
1,065

TOTAL Police Calls Dispatched 88,813



Fire Agency Number of Calls Dispatched

| • | Concord | | 1,717 |
|---|---------------------------|----|-------|
| • | Fairport Harbor | | 856 |
| • | Grand River | 57 | |
| • | Lake Fire Department | | 6 |
| • | Leroy | | 304 |
| • | Madison Fire District | | 3,673 |
| • | Painesville City | | 3,729 |
| • | Painesville Township | | 2,359 |
| • | Perry Joint Fire District | | 1,079 |
| | | | |

TOTAL Fire Calls Dispatched 13,780

In 2010, the Central Communications Division dispatched 107,840 incidents for the following police and fire agencies:

| Police | e Agency | Number of Calls Dispatched |
|--------|---|----------------------------|
| • | Fairport Harbor | 5,358 |
| • | Grand River | 1,590 |
| • | Kirtland Hills | 12,513 |
| • | Lake County Sheriff's Office | 34,914 |
| | Concord Township | 9,973 |
| | Leroy Township | 1,660 |
| | Perry Township | 4,776 |
| • | Painesville Township | 17,092 |
| | Court Services for the Sheriff's Office warrants and court activity | 1,413 |
| • | Lake MetroParks | 3,727 |
| • | Madison Township | 113 |

| • | Madison Village | 4,746 |
|---|------------------|--------|
| • | North Perry | 1,514 |
| • | Painesville City | 24,767 |
| • | Perry Village | 4,644 |
| • | Headlands Park | 79 |
| • | Timberlake | 1,542 |
| | | |

TOTAL Police Calls Dispatched 95,507



Fire Agency Number of Calls Dispatched • Concord 1,611

| - | 00110014 | .,0 |
|---|---------------------------|-------|
| • | Fairport Harbor | 662 |
| • | Grand River | 54 |
| • | Lake Fire Department | 6 |
| • | Leroy | 335 |
| • | Madison Fire District | 2,675 |
| • | Painesville City | 3,736 |
| • | Painesville Township | 2,212 |
| • | Perry Joint Fire District | 1,042 |

TOTAL Fire Calls Dispatched 12,333

In 2009, the Central Communications Division dispatched 111,826 incidents for the following police and fire agencies:

| Police Agency | Number of Calls Dispatched |
|--|----------------------------|
| Fairport Harbor | 5,847 |
| Grand River | 1,093 |
| Kirtland Hills | 8,734 |
| Lake County Sheriff's Office | 35,457 |
| Concord Township | 9,866 |
| Leroy Township | 1,821 |
| Perry Township | 4,702 |
| Painesville Township | 17,368 |
| Court Services for the Sheriff's Office | 1,700 |
| warrants and court activity | |
| Lake MetroParks | 3,968 |
| Madison Township | 11,701 |
| Madison Village | 4,032 |
| North Perry | 798 |
| Painesville City | 23,327 |
| Perry Village | 4,412 |
| Headlands Park | 54 |
| Timberlake | 1,523 |

TOTAL Police Calls Dispatched 99,946

| Fire Ag | ency | Number of Calls Dispatched |
|---------|---------------------------|-----------------------------------|
| • | Concord | 1,660 |
| • | Fairport Harbor | 567 |
| • | Grand River | 56 |
| • | Lake Fire Department | 11 |
| • | Leroy | 300 |
| • | Madison Fire District | 2,749 |
| • | Painesville City | 3,346 |
| • | Painesville Township | 2,178 |
| • | Perry Joint Fire District | 1,013 |

TOTAL Fire Calls Dispatched 11,880

In 2008, the Central Communications Division dispatched 113,452 incidents for the following police and fire agencies:

| Police | Agency | Number of Calls Dispatched |
|--------|------------------------------|----------------------------|
| • | Fairport Harbor | 6,481 |
| • | Grand River | 1,659 |
| • | Kirtland Hills | 7,219 |
| • | Lake MetroParks | 3,384 |
| • | Madison Township | 12,934 |
| • | Madison Village | 3,844 |
| • | North Perry | 568 |
| • | Painesville City | 26,494 |
| • | Perry Village | 4,557 |
| • | Headlands Park | 31 |
| • | Lake County Sheriff's Office | 35,962 |
| | Concord Township | 10,562 |
| | Leroy Township | 1,742 |
| | Perry Township | 5,246 |
| | Painesville Township | 16,194 |
| • | Timberlake | 2,154 |



TOTAL Police Calls Dispatched 101,443

| Fire Age | ncy | Number of Calls Dispatched | |
|----------|----------------------|----------------------------|-------|
| • 0 | Concord | | 1,784 |
| • F | airport Harbor | | 652 |
| • 0 | Frand River | | 81 |
| • L | .eroy | | 318 |
| • N | /ladison | | 2,969 |
| • P | Painesville City | | 3,246 |
| • P | Painesville Township | | 2,030 |
| • P | Perry | | 1,029 |
| | | | |



TOTAL Fire Calls Dispatched 12,009

Many good things continue to happen at the Lake County Sheriff's Office-Central Communications Division. These include:

• In 2009 a complete upgrade of the Central Communications Dispatch Center was completed with a new PSAP (Public Safety Answering Point) which in common language means our ability to handle 9-1-1 calls. This is important because it allows us to handle wireless and the future text messaging calls in a more expeditious and user friendly environment. This upgrade is also in preparation for the new radio system that all police and fire agencies will be operating on by the planned 2012 installation completion date.

This upgrade was performed with the use of grant money, as well as capital improvement monies. No general fund money was used in this project.

Wireless (cell phone) calls continue to be on the rise as more and more people leave their home hard wire connections and rely totally upon the wireless (cell phone) connections. The Sheriff's Office is the central answering point for all wireless calls made in Lake County. They are then distributed to the appropriate police and fire agencies. Our mapping and call location ability are both phase I and phase II compliant, and meet all Federal guidelines. This allows us to assist our citizens in a more efficient manner.

It is important to note in the review of our current operational statistics, the Madison Township Police department chose to leave our services and start their own dispatch center in October of 2009.

- The MARCS Radio System, which is a state-wide communications network, was configured and works on each of our Dispatch consoles;
- The U.S. Coast Guard received the ability to communicate directly with all police and fire departments when necessary through a patching system at the Sheriff's Office Central Communications Center;
- Central Communications participated in several outside community public display projects, including *National Night Out* in Painesville City, *Mentor Career Expo & Law Days* at the Great Lake *Mall* Mentor, Auburn Career Center, to mention a few.
- Training was continued with an in-service training program, CPR updates, Lake County Jail Observation Program, Central Agency Ride-along Programs, a training session on Weapons of Mass Destruction, several Training Drills for the Perry Nuclear Power Plant, and many more;
- New computerized forms were instituted at the Central Communications Center where scheduling, shift reports, daily operation forms, officer training files and closed road files were all computerized;
- A LEADS Audit was conducted by the State of Ohio and successfully completed;
- The Communications Center also participated in charitable projects which included: the Christmas Adopt-a-Family/Alisa Nieves family fundraiser, and the United Way Program of Lake County;
- 2012 was another FEMA drill, required for the PNPP for Lake County, Ohio. Central Dispatch, which is an essential part of this drill, once again passed with good marks.
- As usual, many training programs were conducted for the employees at Central Communications. Some of the new ones were NICE (New Digital Recording System), and new procedures for reverse 9-1-1.
- LEADS classes for new hires for our local police departments were conducted by the staff of Central Communications, as well as TAC in-service classes.

- Again in 2012 we participated in community programs such as Painesville City's National Night Out, Auburn Career Training, Mentor Schools' Career Days, and numerous community tours.
- Quarterly map rolls for the County GIS department took place so that home and business addresses would match up properly with the data bases in our computers and mapping systems.
- Central was busy working on several fire department projects such as MDT's in the fire trucks for Perry Fire, a fire department monthly report for all fire departments, and a fire reporting system network starting with the Concord Fire Department.
- Central also started a new project with the fire departments we dispatch for. The fire departments received a \$500,000 FEMA grant for a new fire station alerting system. Central and the Lake County Sheriff's Office IT Department was instrumental in helping evaluate different systems for the fire service. A D.C.R./Motorolla based system was chosen by the fire service at the end of 2012. Installation is to be completed by 2013.
- A committee of fire service personnel, Lake County Sheriff's Office IT members, and Lake County Central personnel has been formed to meet weekly, and develop additional fire department needs and tools to work in conjunction with fire station alerting.
- US Coast Guard and Central Communications developed a procedure to insure an
 accurate and unified response for water rescues on Lake Erie. In the Spring of 2010
 this procedure was tested by placing numerous cellular 9-1-1 calls from Lake Erie.
 This is a major step forward for boating safety.
- Upgrade of the reverse 9-1-1 system for Lake County includes a mobilization plus project. Two of Central's staff members created a mobilization program to notify emergency staff members in the event of a problem at the Perry Nuclear Power Plant. This project was funded by Lake County EMA.
- At the request of Concord Twp. Fire, and Chardon Fire, Central Communications developed a special emergency service zone for the new hospital and businesses along the Auburn Road corroder. This will help insure an automatic response in the event of an emergency.
- Ongoing in-house training or out-sourced training is critical to maintain a cadre of well-qualified employees who are able to deal with the tremendous amounts of technology that the Sheriff's Office possesses for dealing with natural or manmade disasters.
- The Lake County Sheriff's Office Central Communications Division continues to be a leader in the field of public safety communications. Modern equipment and a welltrained staff make the Lake County Sheriff's Office second to none in the services they provide to 16 police and fire agencies in our County.

- 2012 proved to be another challenging year due to economic constraints on everyone's budget. Due to fears among employees of the possibility of losing their jobs, several took positions with other organizations requiring us to hire new personnel and put them through a rigorous six to nine month training period. In addition, we had the retirement of Sgt. Belinda Brooks at the end of 2011. We are fortunate that she will come back and work part-time for us.
- In 2012 we worked on fire projects which included the completion of the MDT project for Perry Joint Fire District and the upgrade of firehouse to the county server for the Concord Township Fire Department.
- Central Communications also participated in community projects such as Painesville City's National Night Out, as well as numerous tours and presentations at our facility.
- The County Sheriff's Office Central Communications Division, continues to give numerous presentations to Cuyahoga County on centralized dispatch. Cuyahoga County is, through various means, attempting to start at least four central dispatch systems in the county. They realize the need for joining of resources in these difficult times and see one of the best ways to accomplish this is by using a central dispatch system. They were extremely grateful to be able to look to their neighboring county to the east who has an established system in place for the last 23 years for guidance and credibility. Some police and fire agencies within Cuyahoga County have explored the possibility of joining Lake County's central dispatch system.

We are looking forward to 2013 for new and challenging projects and the potential for growth through collaborative efforts as well as providing excellent service to all of the constituents of Lake County!



Major Charles H. Caldwell
Central Communications Commander